



Fibre to the home • www.vumatel.co.za

Quick Start Guide

The CPE has been installed in your home.
You are ready to connect to VUMA fibre!

Connecting for the first time

- Plug your computer directly into any LAN port on the CPE device using a computer/ethernet network cable.
- Open your internet browser.
- Navigate to the VUMA portal at **www.vumatel.net**.

Setting up your account for the first time

- Select “Register”.
- Complete the registration and setup your password.

Choosing your service

- “Login” to your account.
- Select your customer type, “Residential” or “Business”.
- Browse the available packages from our service providers.
- Learn more about the package by selecting “read more”.
- Choose the package you want and select “Order”.

Your order will be activated once the service provider has approved it.*

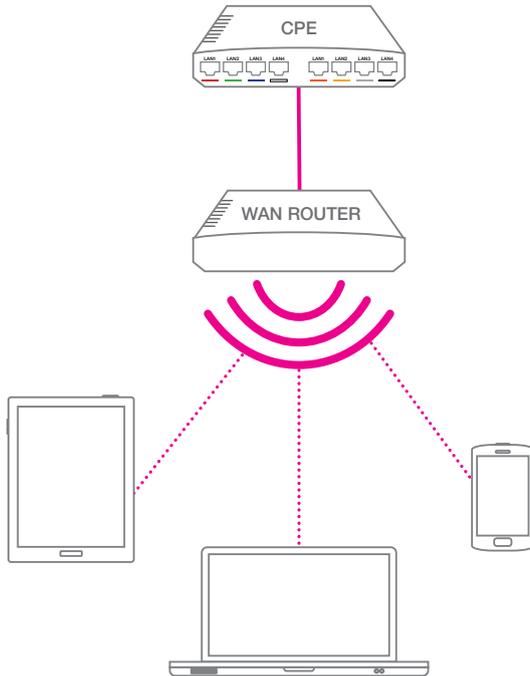
If you selected a package which includes a router, VOIP phone or set top box, your service provider will contact you to arrange delivery.

**Most service providers will approve the order immediately & your service will start within a few minutes.*

Setting up your network

After you have ordered your service, you can setup your router and devices.

We advise that you plug your Wi-Fi router directly into the CPE and then connect the devices in your home to the router.



The VUMA portal

Access the VUMA portal at anytime by visiting **www.vumatel.net**. From here you will be able to cancel, change service providers or order additional services. Please take note of the T&C's from providers before changing or cancelling services.



VUMA speed test

Once you have ordered a service, you can run a speed test on the VUMA network from the portal. This tests the speed of the VUMA network only (from your home to the point where VUMA hands over data traffic to your service provider). To run a speed test across both the VUMA network and your service provider's network, visit **www.speedtest.net**.



Choosing a Wi-Fi router

The CPE device is not Wi-Fi enabled. You need to plug in a Wi-Fi router to create a Wi-Fi network in your home. It is recommended that you use a Wi-Fi router with a WAN port. An ADSL router will not support the fibre connection. The WAN port allows the router to connect to the internet and share that connection with all your devices. Service providers may offer WAN-enabled routers when you sign up. Contact your service provider for help to set up your Wi-Fi Router.

Technical Troubleshooting

For all technical and connectivity related issues, please contact your service provider directly. Their support details can be found under the contact page on the VUMA portal and their websites.

Check the FX light on the CPE device

If the “FX light” on your CPE device is off, this means your fibre link is down. Contact us at support@vumatel.co.za.

The FX light is on but the internet service is not working

This could be related to your router settings or an IP allocation problem. Contact your service provider.

The portal shows “not on net” when trying to connect

You are not connected to the VUMA network. Make sure your computer is not connected to a previous network (eg. ADSL, Wi-Fi).

The CPE keeps switching off

The CPE device has an energy saving function and the lights will switch off after 5 minutes. The lights will come back on when data traffic flows.

Need more help? Visit the FAQ page on the VUMA portal.

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